

**PROGRAM SPECIALIST I**  
**PROGRAM SPECIALIST II**

**Class No. 005248**  
**Class No. 005244**

**DEFINITION:**

Under general direction, to serve in a staff capacity, to analyze, develop and implement Health and Human Services Agency (HHSA) policies, procedures and program changes; to assist program managers; and to perform related work.

**DISTINGUISHING CHARACTERISTICS:**

Program Specialist is a professional support class series. Program Specialist positions are allocated to the Health and Human Services Agency, and have specific programmatic and legal knowledge in the areas of agency operations; policy, strategy and development; and/or regional support. Program Specialist I is distinguished from the next highest class, Program Specialist II, in that the latter performs broad programmatic analysis and agency-wide policy review and the former interprets policies set by the latter as well as by state and federal agencies, and applies these policies to specific cases. This class series differs from the Analyst series in that the latter performs primarily financial analysis, while the former performs primarily policy analysis.

**EXAMPLES OF DUTIES:**

Reviews requests for appeals or complaint hearings to identify issues; reviews actions for correctness and compliance with county, state and federal regulations; researches state regulations and federal guidelines, county policies and procedures for relatedness to appeal and complaint case issues; interprets and analyzes regulations; clarifies regulations and/or policies by contacting state and county personnel; clarifies disputed issues by contacting clients and authorized representatives; investigates facts of appeals and complaint cases; organizes information to enable comprehensive defense documentation for hearing purpose; collaborates with individuals and/or community agencies for the purpose of gathering evidence, reaching conclusions, and preparing count's witnesses for testimony; organizes and prepares complex reports; conducts investigative reviews of witnesses; reviews agency files; queries agency automated systems; conducts after-hours office audits, interviews and surveillance; presides over evidentiary hearings and renders decisions to resolve disputes involving General Relief and County Medical Services programs; oversees the continued development of the in-house Case Tracking System; and maintains section's central automated file.

**Program Specialist II:**

In addition to the duties listed above: researches operational issues; researches and troubleshoots operational problems; identifies and tests preventive solutions; reviews, analyzes and recommends revisions for all program materials prior to distribution; researches, develops and implements programs; writes programmatic procedures; reviews claims and provides relevant information to County Counsel; responds to requests for information from HHSA and other county or state entities, attorneys, clients, and community groups; produces statistical and workload reports; analyzes proposed and current legislation for fiscal, programmatic and legislative impact on county; prepares formal analyses of legislation, recommends changes and prepares responses to county, federal or state agency as needed; develops written program policy and procedure guide material for line staff to implement regulations, which includes workload impact analysis; analyzes and interprets data to define programmatic, community, administrative, and customer-related trends; receives eligibility and employment complaint and appeal referrals; receives verbal and written complaints from HHSA staff; extracts and analyzes statistical data from the Case Data System as requested; and monitors compliance with state and federal audit recommendations.

## **MINIMUM QUALIFICATIONS:**

Knowledge Level: T = Thorough; G = General; -- = Not Applicable

Classification Level: I = Program Specialist I  
II = Program Specialist II

### **Knowledge of:**

<b><u>I</u></b>	<b><u>II</u></b>	
T	T	Federal, state and local funding, regulations, and provision of services in applicable areas, for example: Fostercare, County Medical Services, Food Stamps, Welfare-to-Work, Medi-Cal.
T	T	Health and Human Services Agency forms and operating procedures related to employment and social services.
T	T	Social Work principles and practices.
T	T	Community resources and agencies related to employment, adult and child protective services.
G	T	Staffing factors and cost computations.
G	T	Program goal setting, staffing, performance and fiscal standards, controls, record keeping and evaluating techniques.
G	T	Automated information systems related to social services.
G	G	The General Management System in principle and in practice.

### **Skills and Abilities to:**

The following apply to both classes:

- Effectively manage time and organize workload in a rapidly changing environment.
- Effectively negotiate with a wide range of people in various capacities.
- Exercise tact, discretion and good judgment.
- Analyze problems accurately and develop an effective course of action.
- Develop, test and implement new and revised methods and procedures.
- Prepare complex written reports, instructional operational materials, manuals, letters and position papers.
- Speak effectively in both individual and group situations.
- Interpret legal decisions and opinions, state and federal legislation and regulations.
- Demonstrate independence and leadership.

## **EDUCATION/EXPERIENCE:**

Education, training and/or experience that demonstrate the application of the knowledge, skills and abilities listed above. Examples of qualifying education/experience would be: recent experience with the County of San Diego or an equivalent agency working in employment, adult or children's social services programs as outlined below.

### **Program Specialist I:**

1. A combination of three (3) years with at least one (1) year in eligibility and one (1) year at either the Eligibility Supervisor or Social Worker II level; OR,
2. Two (2) years at the Social Worker II level or above.

**Note:** One (1) year of non-clerical supervisory experience is highly desirable.

### **Program Specialist II:**

1. A combination of three (3) years experience with at least two (2) years in eligibility and two (2) years at either the Eligibility Supervisor or Social Worker II level; OR,

2. Three (3) years experience at the Social Worker II level or above; OR,
3. One (1) year experience as a Program Specialist I.

**Note:** Two (2) years of non-clerical supervisory experience is highly desirable.

**SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**

**Note:**

A master's degree in public, personnel or business administration, economics or a closely related field from an accredited college or university may be substituted for one (1) year of the required experience above.

**License:**

A valid California Class C driver's license may be required by the time of appointment or the ability to arrange for transportation for field travel. Employees in this class may be required to use their personal vehicle.

**Probationary Period:**

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).

Former title:      Program Assistant  
                         Program Specialist